

MEAB Dashboard - Vermont Health Connect Data

Category	Metric	Sep-14	Aug-14	Jul-14	Year to Date
Qualified Health Plans	Vermonters who chose a plan through VHC for following month	820	1037	1039	36,893
	Vermonters enrolled through VHC	510	363	349	31,500
	Enrollments by metal level	Cat.- 11 Bronze - 75 Silver- 164 Gold- 59 Platinum- 46	Cat.- 12 Bronze- 73 Silver- 199 Gold- 47 Platinum- 32	Cat.- 8 Bronze- 74 Silver- 199 Gold- 20 Platinum- 48	Cat.- 238 Bronze- 6,147 Silver- 16,971 Gold- 3,843 Platinum- 4,301
	Vermonters who paid for following month	440	518	493	33,147
	Percent of total VHC QHP enrollees receiving premium subsidies	64%	64%	59%	63%
	APTC enrollees in 90 day grace period*	Total - 3,000 30 days - 2,068 60 days - 468 90 days - 464	Total -5,354 30 days- 4,625 60 days-389 90 days- 340	Total -1,980 30 days- 1,266 60 days-488 90 days- 226	N/A
	Non-APTC enrollees payment past due*	1,615	2,389	752	N/A
	Enrollees terminated for non-payment for stated time period	700	268	302	N/A
	Shell Cases (BCBS only)	180	N/A	N/A	N/A
MCA Medicaid	Enrollments in reporting month	161	6677	5,115	N/A
	Enrollees who used VHC to renew Medicaid or Dr. Dynsaur coverage	4,021	3,172	5,819	15,837
	Enrollments through VHC to date***	69,162	65,141	58,464	58,464
	Vermonters who automatically transitioned from VHAP/CHAP to Medicaid 1/1	N/A	N/A	N/A	33,549
Call Center	Calls to date	426,868	403,155	310,646	N/A
	Calls offered in reporting month	35,316	54,260	53,973	N/A
	Average wait time (minutes)	0.28	3.22	4.21	N/A
	Average length of call (minutes)	10.17	12.86	12.38	N/A
	Abandonment rate	1.56%	10.24%	11.11%	N/A
	Percentage of calls answered in 30 seconds	93.54%	53.61%	59.97%	N/A

*Disclaimer: The above information is based on data communicated to BCBSVT by VHC. BCBSVT cannot ensure the accuracy of that data.

***This does not include the approximately 33,500 Vermonters who were automatically transitioned from VHAP or Catamount to Medicaid in January of 2014.